

# ITC SIG Resource List

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Assembled by the *Global Talk* editor Ann L. Wiley

The resource list includes resources identified in the *Global Talk* newsletter, Spring (second quarter) 2000 through Spring 2001, and many additional resources. Items added after July, 2001 are designated as "added," with the month and the year. Readers may wish to search for newer editions. Items no longer available and broken links were removed in February 2015. Where the new link was readily available, links were updated. A web search may find items without links. Readers may wish to search also for updated versions.

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## Communication

*International User Interfaces*, edited by Elisa del Galdo and Jakob Nielsen. John Wiley, 1996. Added August 2001.

*International Dimensions of Technical Communication*, edited by Deborah C. Andrews. STC, 1996. Added August 2001.

*International Technical Communication*, by Nancy Hoft. John Wiley, 1995. Added August 2001.

Jukka Korpela's website "IT and Communication" has many useful links including Unicode information listed in the Unicode section. [www.cs.tut.fi/~jkorpela/indexen.html](http://www.cs.tut.fi/~jkorpela/indexen.html). Posted March 2003.

*Managing Global Communication in Science and Technology*, edited by Peter Hager and H.J. Scheiber. John Wiley, 1999. Added August 2001.

MultiLingual Computing maintains a web site with well-researched links, including job openings and current books in language technology (sold through the web site), upcoming conferences, and links to web resources. [www.multilingual.com](http://www.multilingual.com). Information from Fred Klein, September 2000.

MultiLingual Computing, Inc. *Resource Directory & Editorial Index*. Beginning 2003. [www.multilingual.com/annualDirectory](http://www.multilingual.com/annualDirectory). Added February 2003.

*Technical Communication in the Global Community*, by Deborah C. Andrews. Prentice Hall, 1998. Added August 2001.

*Technical Communication Quarterly*, Volume 7 Number 3, Summer 1998, is devoted to international communication. Association of Teachers of Technical Writing. Added August 2001.

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## Culture

For more information please refer to the articles on international project management by Carolyn Luttrell in the *ITC SIG Cross Cultural Communication Reader*.

*SIETAR International Journal: A Professional Journal Addressing Intercultural Education, Training and Research*. [www.sietarusa.org](http://www.sietarusa.org). Information from John Osborne, March 2001.

*Basic Concepts of Intercultural Communication*, edited by Milton J. Bennett. Intercultural Press, 1998. Information from Carolyn Luttrell. Added August 2001.

*A Common Core: Thais and Americans*, by John Paul Fieg. Intercultural Press, 1989. Information from Carolyn Luttrell. Added August 2001.

*Corporate Cultures*, by Terrence E. Deal and Allen A. Kennedy. Addison-Wesley, 1984. Information from Carolyn Luttrell. Added August 2001.

*Cultural Issues in Business Communication*, by Rob Sellin and Elaine Winters. Program Facilitating and Consulting, 2000.

*Culture, Communication and Conflict*, edited by Gary Weaver. Simon and Schuster, 1998. Information from Carolyn Luttrell. Added August 2001.

*Doing Business Internationally*, by Terence Brake and Danielle Walker. Princeton Training Press, 1995. Information from Carolyn Luttrell. Added August 2001.

*Encountering the Chinese*, by Hu Wenzhong and Cornelius L. Grove. Intercultural Press, 1999. Information from Carolyn Luttrell. Added August 2001.

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Hofstede, Geert, *Cultures and Organizations: Software of the Mind*. McGraw-Hill, 1991 - captures core differences between cultures, such as power distance, individualism/collectivism, masculine/feminine, uncertainty avoidance, and virtue/truth. Added January 2006.

Lewis, Richard D., *When Cultures Collide*. Nicholas Brealey Publishing, 1999 (ISBN 1-85788-087-0) - provides an overview of cultures broken down by country (44 total). Added January 2006.

*Management in Two Cultures: Bridging the Gap Between U.S. and Mexican Managers*. Intercultural Press, 1995. Information from Carolyn Luttrell. Added August 2001.

*Transcending Stereotypes: Discovering Japanese Culture and Education*, edited by Barbara Finkelstein, Joseph J. Tobin, and Anne E. Imamura. Intercultural Press, 1991. Information from Carolyn Luttrell. Added August 2001.

*Understanding Cultural Differences*, by Edward T. Hall and Mildred Reed. Intercultural Press, 1989. Information from Carolyn Luttrell. Added Summer 2001.

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Hodge, Sheida. *Global Smarts: The Art of Communicating and Deal Making Anywhere in the World*. John Wiley, 2000. Added January 2006.

Pearce, John A. Robinson, Richard B. *Strategic Management: Formulation, Implementation, and Control*. 7th ed. McGraw Hill, 2000. Added January 2006.

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Sonnderegger, Paul. *The Forrester Report: The Global User Experience*. Forrester Research, March 2001. Added January 2006.

## International business culture

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Seligman, Scott D. *Chinese Business Etiquette. A guide to protocol, manners, and culture in the People's Republic of China*. Warner Books, 1999. Added January 2006.

Shelley, Rex. *Culture Shock! Japan: A Guide to Customs and Etiquette*. Rev. ed. Kuperard, 1996. Added January 2006.

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Apple Computer. *Guide to Macintosh Software Localization*. Apple Computer, Inc., 1992. Added January 2006.

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*Bbi Dictionary of English Word Combinations* by Evelyn Benson and others, 1997, tells which prepositions are used with particular nouns or verbs, what types of direct objects, infinitives, noun clauses, and prepositional phrases each verb can take, as well as which nouns go with particular verbs and vice versa. Source: Post on STC Technical Editing SIG email list by John Kohl, November 20, 2002. Added November 2002.

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*The Cambridge Australian English Style Guide*. Cambridge University Press, 1995. Added October 2002.

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*The Canadian Style: A Guide to Writing and Editing*. Dundurn Press Limited in cooperation with Public Works and Government Services Canada Translation Bureau. Date? Added November 2002.

*The Collins COBUILD "Bank of English"* shows how particular words or phrases are used, at least in spoken language. Specify American or British usage if that restriction is desired. Added November 2002. <http://www.mycobuild.com/about-collins-corpus.aspx> updated link February 2015.

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Esselink, Bert. *A Practical Guide to Localization*. [Rev. ed. of *A Practical Guide to Software Localization*.] John Benjamins Publishing Company, 2000. Added January 2006.

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*The New Language in International Business--Simplified English*. Published by Tedopres. Added March 2005.

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*Words into Type*, 3rd ed., Prentice Hall, 1974 has a section on use of the correct preposition in various expressions. Source: posts on the STC Technical Editing SIG email list, November 20, 2002. Added November 2002.

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Common Sense Advisory [www.commonsenseadvisory.com](http://www.commonsenseadvisory.com). Posted January 2005.

Pierre Cadieux has published two articles that report consensus on definitions of the **terms** *globalization, internationalization, localization, and translation*. The first is co-authored with Bert Esselink, author of "A practical Guide to Localization" and chief editor of Language International Magazine in a 2002 LISA newsletter. The second is at <http://www.i18n.ca/GenericInternationalization.htm>. Added July 2002.

*Global 360 Journal* published monthly by email by Global 360, a consulting firm in Boston. Provides strategies and methods for software development organizations in global markets, with articles for product management, development, documentation and QA. Articles have practical guidance on software internationalization and localization. Added May 2002.

*Globalization Insider Newsletter*, LISA, 2002. Added June 2002.

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*Guide to Macintosh Software Localization*. Addison Wesley, 1992. Information from Carolyn Luttrell. Added August 2001.

*Internationalization: Developing Software for Global Markets*, by Tuoc V. Luong, James Lok, David Taylor and Kevin Driscoll. John Wiley, 1995. Added August 2001.

*The Localization Industry Primer from the Localization Industry Standards Association*. Information from a non-STC colleague, via email, December 2001.

Localization Institute [www.localizationinstitute.com](http://www.localizationinstitute.com). Posted January 2005.

*Localization Reader 2004*. Localisation Resource Centre. Added April 2005.

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*Software Internationalization and Localization*, by Robert Howard, Emmanuel Uren, and Tiziana Perinotti. John Wiley, 1993. Information from Carolyn Luttrell. Added August 2001.

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## International graphic design

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Horton, William. *The Icon Book. Visual Symbols for Computer Systems and Documentation*. John Wiley & Sons, 1994. Added January 2006

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## International English

Crystal, David. *English As a Global Language*. Cambridge University Press, 1997. Added January 2006

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## **International technical communication**

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Hoft, Nancy. *International Technical Communication: How to Export Information about Technology*. John Wiley, 1995. Added January 2006

Lionbridge Technologies. *Master Series: Multilingual Content Management*. [Workbook]. Lionbridge Technologies, 2001. Added January 2006

Microsoft Corporation. *The Microsoft Manual of Style for Technical Publications*. Microsoft Press, 1995. Added January 2006

## **International user interface design**

### ***Complete books on international user interface design***

del Galdo, Elisa; Nielsen, Jakob [Eds.]. *International User Interfaces*. John Wiley, 1996. Added January 2006

Microsoft Corporation. *The Windows Interface Guidelines for Software Design*. Microsoft Press, 1995. Added January 2006

### ***General user interface design books containing international sections***

Bickford, Peter. *Interface Design*. AP Professional, 1997. Added January 2006

Calvo, Alex. *Interface Design*. Springer, 1996. Added January 2006

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Cooper, Alan. *About Face: The Essentials of User Interface Design*. IDG Book, 1995. Added January 2006

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Mandel, Theo. *The Elements of User Interface Design*. Wiley Computer Publishing, 1997. Added January 2006

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Microsoft Corporation. *The Windows Interface Guidelines for Software Design*. Microsoft Press, 1995. Added January 2006

Weinschenk, Susan et al. *GUI Design Essentials for Windows 95, 3.1, Word Wide Web*. Wiley Computer Publishing, 1997. Added January 2006

## Machine translation

Improvement of French generation for the KANT machine translation system, a thesis by Eric Crestan, was completed in November, 2000 for the Diplôme de Recherche Technologique post-graduate degree in human-computer interaction, Institut Universitaire Professionnalisé (IUP), of the Université d'Avignon, France. This thesis was completed via an 18-month internship at the Center for Machine Translation of Carnegie Mellon University, Pittsburgh, Pennsylvania, USA. The KANT system at Carnegie Mellon is a knowledge-based interlingual machine translation system developed to translate documents in controlled English sentences into a wide range of languages. Source: Jeffrey Allen, Chairperson and Examiner, Mason Integrated Technologies Ltd. (MIT2), [mit2ceo@aol.com](mailto:mit2ceo@aol.com) on TCF-GEN. Information from Fred Klein. Added August 2001.

Theoretical and Methodological Issues in Machine Translation Conference TMI-2002 proceedings. Added May 2002.

The machine translation mailing list, <http://eamt.org/mt-list.php>, is a free forum on machine translation, with links to online machine translations. Information from Fred Klein, December 2000. Updated February 2015.

Machine Translation quarterly journal of the Association for Machine Translation in the Americas, 1201 Pennsylvania Avenue NW, Suite 300, Washington, D.C. 20004 USA, 703-716-0912, [AMTAinfo@att.net](mailto:AMTAinfo@att.net). Information from Fred Klein. Added August 2001.

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*Compendium of Translation Software*, compiled by John Hutchins, European Association for Machine Translation, 6th edition, 2003. [www.eamt.org](http://www.eamt.org). Updated April 2003.

*Global Sight's Ambassador* version 1.8 transforms a monolingual web site into a centrally managed multilingual and multicultural web presence. [www.globalsight.com](http://www.globalsight.com). Source: T News International, issue number 24, 2000. Information from Fred Klein. Added August 2001.

Netscape Communication offers *AutoTranslate*, allowing automatic translation of web pages via Alis Technologies Gist-in-Time online translation software. Free of charge for Netscape users. [info@alis.com](mailto:info@alis.com); [info@netscape.com](mailto:info@netscape.com). Source: T News International, issue number 24, 2000. Information from Fred Klein. Added August 2001. Refer to [http://panam.gateway.com/s/tutorials/Tu\\_850937.shtml](http://panam.gateway.com/s/tutorials/Tu_850937.shtml) retrieved February 2015.

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Linguattec Language Technologies has a free English-German dictionary online at [www.linguaDict.com](http://www.linguaDict.com), with more than 2 million words used in phrases and idioms. Called linguaDict, the dictionary is based on the dictionary in Personal Translator, PT . Source: Language Tech Net News, December 6, 2001, available by email to subscribers of MultiLingual Computing and Technology, [www.multilingual.com](http://www.multilingual.com). Added January 2002.

L&H offers *Simply Translating Deluxe*, which integrates with Microsoft Word and Corel WordPerfect software to provide seamless translation that preserves the original format. <http://l-h-simply-translating-deluxe.software.informer.com/>. Source: T News International, issue number 24, 2000. Information from Fred Klein. Added August 2001. Link updated February 2015

The latest version of the Wordfast translation tool allows users to search the nine-million word Logos online dictionary in real time. The dictionary includes terms in 195 languages and dialects and is continually expanded by volunteer collaborators worldwide. [www.logos.it](http://www.logos.it). Source:

Language Tech Net News, December 6, 2001, available by email to subscribers of MultiLingual Computing and Technology, [www.multilingual.com](http://www.multilingual.com). Added January 2002.

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## Multilingual websites

*Beyond Borders: Web Site Globalization*, by John Yunker. New Riders, 2002. Added October 2002.

*Beyond Global Websites: Guide to Language Tools from the Desktop to the Enterprise for Developing International Applications*. Common Sense Advisory research report on the tools that help in authoring and modifying global content managed in corporate databases and content and document management systems. [www.commonsenseadvisory.com](http://www.commonsenseadvisory.com). Added March 2005.

*Eurescom. Multivolume report on multilingual web sites*, 1999.

Volume 3 explains translation of web sites, including HTML, and identifies tools. Volume 1 is an overview. Added August 2002.

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<http://bytelevel.com/globalbydesign/>. Added March 2005.

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## Software internationalization

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Tuthill, Bill; Smallberg, David. *Creating Worldwide Software: Solaris International Developer's Guide, 2nd Edition*. Sun Microsystems/Prentice Hall, 1997. Added January 2006.

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## Training

Bing, John W. "The Use and Misuse of Questionnaires in Intercultural Training." Online article, <http://www.itapintl.com/index.php/about-us/articles/use-and-misuse-of-questionnaires-intercultural-training>. Added December 2002.

## Translation

ATA Chronicle. American Translators Association, 225 Reinekers Lane, Suite 590, Alexandria, Virginia 22134 USA, 703-883-6100, [www.atanet.org](http://www.atanet.org). Information from Fred Klein. Added August 2001.

*Communicator*, journal of the Institute of Scientific and Technical Communicators, Spring 2000 issue deals with translation. <http://www.istc.org.uk>. Information from Fred Klein, August 2000.

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Microsoft online **glossary** of translated user interface terms:

<ftp://ftp.microsoft.com/developr/msdn/newup/glossary/>. Posted May 2002. Updated link <http://www.microsoft.com/globaldev/tools/MILSGlossary.mspix> February 2015.

*How to Win at the Foreign Language Game*. 75-page booklet with tips and facts about translation, available free from [www.sh3.com](http://www.sh3.com). Added January 2002.

*Translation cost estimating tool*. [www.architext-usa.com](http://www.architext-usa.com) > Services > G11 analyzer. Posted September 2005.

*Translation: getting it right; a guide to buying translations*. Booklet. Institute of Translation and Interpreting, London. [www.iti.org.uk](http://www.iti.org.uk). Added August 2001.

[www.opentag.com/tools.htm](http://www.opentag.com/tools.htm) is a comprehensive list of **translation tools**. Posted May 2002.

*The Savvy Client's Guide to Translation Agencies* (a bytelevel.com report, May 2005). Refer to the 2010 book by John Yunker, February, 2015..

International Writers' Group. *A Translator's Toolbox for the 21st Century: A Computer Primer for Translators* by Jost Zetzsche. This e-book is an expanded version of the well-received presentation Zetzsche conducted at the ATA conference in Atlanta in November 2002.

[www.internationalwriters.com/toolbox](http://www.internationalwriters.com/toolbox). Added February 2003.

*WIRED* magazine May 2000 issue includes a special section on translation. Subscription or back-issue requests, call +1 (800) SO WIRED, +1 (303) 945 1910 outside the US. Information from Fred Klein, August 2000.

## Unicode

### ***Discussion list on Unicode***

The address to join the Unicode discussion list is

<http://www.unicode.org/unicode/consortium/distlist.html>. Posted May 2002.

### ***Websites on Unicode***

The Unicode site, [www.unicode.org](http://www.unicode.org), has frequently asked questions (FAQs) on many issues. Posted May 2002.

Alan Wood's Unicode Resources comprehensively lists Unicode-related resources for software and fonts: <http://www.alanwood.net/unicode/>. Updated March 2005.

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A Unicode sample page illustrates the benefits of the method of encoding:  
[www.trigeminal.com/samples/Unicode.html](http://www.trigeminal.com/samples/Unicode.html). Posted August 2002.

For a detailed, and nicely structured, examination of the ISO Latin 1 characters, providing Unicode notations, numeric character references for HTML/SGML, ASCII, and other background information, see [www.cs.tut.fi/~jkorpela/latin1/3.html](http://www.cs.tut.fi/~jkorpela/latin1/3.html). Posted March 2003.